

**MISSISSIPPI**  
**DEPARTMENT OF EMPLOYMENT SECURITY**  
**MDES'S INTERACTIVE TELEPHONE SYSTEM**  
**MIT S**

**BEFORE MAKING YOUR FIRST CALL TO USE MDES'S INTERACTIVE TELEPHONE SYSTEM (MITS),  
CAREFULLY READ THE FOLLOWING INSTRUCTIONS**

***Telecommunication Device for the Deaf (TDD) and a SPANISH application are also available.***

**OVERVIEW**

**MDES's Interactive Telephone System (MITS)** is a telephone processing system that has been designed to allow you the option to file your weekly claim certifications by telephone. **MITS** is easy to use and will guide you through each option, providing step-by-step instructions regarding your responses. In a matter of minutes you can pick up a telephone, press a few buttons, and have your weekly claim certification filed automatically. You may call **MITS** outside of normal business hours. MDES anticipates the issuance of benefits in a more timely and accurate manner.

**MITS** has been designed to give you three main options: (1) to file weekly claim certifications; (2) to receive instructions regarding this system and; (3) to change your Personal Identification Number (PIN). You must have filed a claim for Unemployment Insurance and selected an option to file through **MITS**. A touch-tone telephone must be used when calling **MITS**.

After selecting the option to file your weekly claim certifications using **MITS**, a PIN Notification Letter with a randomly assigned PIN will be mailed to you. If you do not receive your PIN Notification Letter within seven (7) days, please contact your local Claims Center. After receipt of your PIN you may begin using **MITS**.

A weekly claim certification **MUST** be timely filed. The system will only accept the most recent completed calendar week (weeks start on a Sunday and end on a Saturday). **EXAMPLE:** If you are attempting to file for week ending 11/15/03, you will have from Sunday, 11/16/03 to Friday, 11/21/03 to file using **MITS**. If there has been a break in your claims status, the system will be unable to process your claim and you will be instructed to report to your local Claims Center.

If during your telephone call, you are instructed to contact/report to your local office, you must report as instructed before your weekly claim certification can be processed. Calling the system again will not issue a check.

**ANSWERS TO ALL QUESTIONS MUST BE PERSONALLY ENTERED BY YOU AND MUST BE TRUTHFUL. FALSIFICATION IS PUNISHABLE BY FINES AND/OR IMPRISONMENT.**

MDES's Interactive Telephone System is available Sunday, 12:01am until Monday, 7pm; Tuesdays through Thursday, 7am-7pm; and Friday, 7am – 5pm.

**TO USE MITS, CALL THE FOLLOWING TELEPHONE NUMBER:**

**1-866-946-6487.**

**TELECOMMUNICATION DEVICE FOR THE DEAF (TDD): 1-866-761-7607**

**TO RECEIVE INSTRUCTIONS AND AVAILABLE HOURS OF SERVICE, PRESS 2.**

**TO FILE A WEEKLY CLAIM CERTIFICATION, PRESS 1.**

**You must have a PIN before you can claim weeks for unemployment.**

- ♦ Do not tell anyone your PIN. Your PIN protects you and prevents anyone else from making fraudulent actions on your claim by telephone.
- ♦ If you forget your PIN, contact your local Claims Center.
- ♦ If someone else knows your PIN, call **MITS** and select Option 3, "TO CHANGE YOUR PIN".

- Enter your Social Security Number;
- Enter your four-digit PIN
- The system will ask a series of questions regarding a specific week. Listen to and answer the questions truthfully. For questions requiring a “YES” or “NO” response, press 1 for YES, 9 for NO, or STAR ( \* ) to have the system repeat the question.
  - 1) Were you able and available for work last week?
  - 2) Did you refuse any work last week?
  - 3) Did your perform any work last week?
- Based upon your responses the system may ask additional questions to determine eligibility for that week.

- **Entering Gross Wages:** If you earned any money during the week you are claiming, you will be asked to enter the GROSS (*earnings before taxes are taken out*) amount. Enter the amount of your earnings, including cents, followed by the pound ( # ) key. For example, if you earned \$123.45, you would press the following keys: 12345#.

**NOTE:** Money that is not reportable when filing a weekly claim certification includes: Vacation, holiday, jury duty, reserve, severance, pensions that are not paid or contributed to by a base period employer, bonus (wages for services performed in a period prior to being unemployed).

**Failure to properly report any earnings may result in an overpayment, garnishment of future wages, or prosecution.** You may have to figure out how much your pay will be for the week you are claiming. If you need assistance in figuring your gross earnings refer to the following example or contact your local claims center for details.

Claim week Begins	MAY						Claim Week Ends
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12 Worked and earned \$25.00	13 Worked and earned \$25.00	14 Worked and earned \$25.00	
15	16 Worked and earned \$50.00	17 Worked and earned \$50.00	18 Worked and earned \$25.00	19	20	21	
22	23	24	25	26	27	28	
29	30	31					

If you worked and earned money, you must report gross earnings according to the calendar week (begins on Sunday and ends on Saturday) in which you performed the work. Do not wait until you are paid by your employer to report your gross earnings. Refer to the calendar above. Work was performed from May 12<sup>th</sup> - May 18<sup>th</sup>. To correctly report gross earnings on a weekly basis, the following should be reported:

The week ending May 14<sup>th</sup> should have \$75.00 reported as gross earnings.

\$125.00 dollars should be reported for the week ending May 21<sup>st</sup>.

- **Full/Part Time Job:** If you indicate earnings on your claim, the system will ask, “Is this a full-time job?” To indicate a full-time job, press 1.
- **Return to Work Date:** If you have returned to full time work you will be asked to provide a **Return to Work Date**. Enter two digits for the month, two digits for the day, and the last two digits of the year. For example, if you began work on November 8, 2003, you enter 11 08 03 (eleventh month, eighth day, year 2003).

- You will have the option to have your answers repeated for verification.
- In order to properly record your information, you must answer all the questions and certify your claim. **IF YOU HANG UP BEFORE THE END OF THE CALL AND FAIL TO CERTIFY YOUR ANSWERS, THE WEEK YOU ARE CLAIMING WILL NOT BE PROCESSED.**

- Once you have certified your answers, the system will instruct you to stand by while the claim is being validated. The system will then respond as to whether or not your claim has been processed.

### **TO CHANGE YOUR PIN**

**MIT**S will allow you to change your PIN. If you have forgotten your PIN, you must contact your local claims office to have it reset. After having the PIN reset, you must establish a new PIN prior to filing a weekly claim certification through **MIT**S. **TO CHANGE YOUR PIN:**

- Call **MIT**S and press Option 3, **TO CHANGE YOUR PIN**
- Enter your **Social Security number**
- Enter your **current PIN** (the system will not ask this question if your PIN has been reset)
- Enter your **password**. Your password is a four to six alpha character (letters) code that you provided this agency. MDES does not give you a password. If you have forgotten your password, contact your local claims office.
- Enter a new four-digit number as your **NEW PIN**. Your **NEW PIN** cannot be all zeros or nines.
- Re-key your **NEW PIN** for verification
- The system will inform you when your **NEW PIN** has been successfully changed.

### **ELIGIBILITY REVIEW PROGRAM:**

In order to meet the requirements of the Unemployment Compensation Law, you must make a thorough and continued effort to seek work. Periodically you will be required to report to your local Claims Center or Itinerant Point for an Eligibility Review. You will be mailed a questionnaire regarding a specific week:

#### **Eligibility Review – Answer all Questions, See Reverse Side**

1. Where did you look for work from XX/XX/XX to XX/XX/XX		Claimant's Name		SS#
		JOHN DOE		XXX-XX-XXXX
Dates You Looked	Person You Talked to and the Name of the Company	Kind of Work Looked for	Type Contact (In-person, Phone, etc.)	What You Were Told

2. Can you arrange transportation to get to work?..... Yes \_\_\_ No \_\_\_

3. Are there any hours, shifts, or days which you would NOT work? ..... Yes \_\_\_ No \_\_\_  
If yes, list \_\_\_\_\_

4. Is there any reason why you could not work full-time?..... Yes \_\_\_ No \_\_\_

5. Do you own or operate a business or farm?..... Yes \_\_\_ No \_\_\_

6. Are you attending school or a training program?..... Yes \_\_\_ No \_\_\_

7. Do you receive a pension of any kind?..... Yes \_\_\_ No \_\_\_  
If yes, when did you begin receiving it? \_\_\_\_\_

8. Are you pregnant? If yes, expected delivery date?..... Yes \_\_\_ No \_\_\_

9. Have you worked any since you filed for unemployment?..... Yes \_\_\_ No \_\_\_  
If yes, when is the expected delivery date? \_\_\_\_\_

Employer address \_\_\_\_\_

\_\_\_\_\_

Claimant's Signature

**YOU MUST REPORT IN PERSON ON A SPECIFIC DATE AND AT A SPECIFIC TIME.** This information is provided on the back of the questionnaire. When you report, you will be required to bring proof of identification and provide a completed work search with job contacts. **FAILURE TO REPORT MAY RESULT IN A DELAY OR DENIAL OF BENEFITS.**